



COPC

Docket: 14559

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

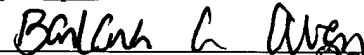
First Named Inventor:	Douglas K. Warner	Appln. No.:	09/549,667
Patent No.:	6,985,893	Filing Date:	April 14, 2000
Issue Date:	January 10, 2006		
Title:	Usage Based Strength Between Related Help Topics and Context Based Mapping Thereof in a Help Information Retrieval System		

**REQUEST FOR CERTIFICATE OF CORRECTION OF PATENT FOR
U.S. PATENT AND TRADEMARK OFFICE MISTAKES (37 CFR 1.322(a))**

**Attention: Decision and Certificate of Correction
Branch of the Patent Issue Division**

Commissioner for Patents
P. O. Box 1450
Alexandria, Virginia 22313-1450

I hereby certify that this document is being sent via First Class U.S. mail addressed to: Attention: Decision and Certificate of Corrections Branch of the Patent Issue Division Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 3 day of April, 2006.


Barbara A. Avery

Certificate

Dear Sir:


APR 10 2006

A Certificate of Correction under 35 U.S.C. § 254 is hereby requested for the above of **Correction** identified patent to correct errors made by the U.S. Patent and Trademark Office. All errors sought to be corrected were made by the United States Patent and Trademark Office. Due to the error being of a clerical nature of the U.S. Patent and Trademark Office, a fee is not required. If this assumption is incorrect, the Office is hereby authorized to use our Deposit Account No. 04-1420. Correction therefore does not involve such changes in the patent as would constitute new matter or would require re-examination. Favorable consideration of this Request is respectfully requested.

Attached hereto is Form PTO-1050, in duplicate, with at least one copy being suitable for printing.

Respectfully submitted,
DORSEY & WHITNEY LLP
Customer Number 25763

Date: April 3, 2006

By: 
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APR 11 2006

UNITED STATES PATENT AND TRADEMARK OFFICE CERTIFICATE OF CORRECTION

PATENT NO. : 6,985,893
DATE : **January 10, 2006**
INVENTORS : Douglas K. Warner; Michael A. Myer

It is hereby certified that error appears in the above-identified patent and that said Letters Patent are hereby corrected as shown below:

On the front page, the assignment field is not listed, --Assignee: RightNow Technologies, Inc.-- should be listed

	<u>Reads</u>	<u>Should Read</u>
Col. 4, Line 32:	"100 maybe any"	-- 100 may be any --
Col. 6, Line 1:	"common 14 publisher"	-- common publisher --
Col. 8, Line 57:	"the 1 mM LOC1"	-- the ITEM LOC1 --
Col. 9, Line 31:	"ITEM R"	-- <u>ITEM R</u> --

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PATENT NO.: 6,985,893 B2

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